

---

BLACK BOOK MARKET RESEARCH 2015 SURVEY



# Top Ambulatory Electronic Health Records Vendors

Part One: Aggregate Black Book Survey Findings

Part Two: Data Set of Top EHR Vendors, Specialists

Ambulatory EMR/EHR Physician Practices, Groups & Facilities

---

## ENT Otorhinolaryngology

Black Book Market Research LLC, a division of Brown-Wilson Group Inc. annually evaluates leading healthcare/medical software and service providers across 18 operational excellence key performance indicators completely from the perspective of the client experience. Independent and unbiased from vendors' influence, Over 420,000 healthcare IT users are invited to contribute. Suppliers also encourage their clients to participate to produce current and objective customer service data for buyers, analysts, investors, consultants, competitive suppliers and the media. For more information or to order customized research results, please contact the Client Resource Center at +1 800 863 7590 or [Info@Brown-Wilson.com](mailto:Info@Brown-Wilson.com)

© 2014, 2015 Black Book Market Research LLC. All Rights Reserved.

Reproduction of this publication in any form without prior written permission is forbidden. The information contained herein has been obtained from sources believed to be reliable. Brown-Wilson Group disclaims all warranties as to the accuracy, completeness or adequacy of such information. Brown-Wilson Group shall have no liability for errors, omissions or inadequacies in the information contained herein or for interpretations thereof. The reader assumes sole responsibility for the selection of these materials to achieve its intended results. The opinions expressed herein are subject to change without notice. Black Book Market Research's unrivaled objectivity and credibility is perhaps your greatest assurance. At a time when alliances between major consultancies and suppliers have clouded the landscape, Brown-Wilson Group remains resolutely independent. We have no incentive to recommend specific EMR software vendors. Our only allegiance is to help you achieve the results you want with the best possible solution.

For more information, visit [www.BlackBookMarketResearch.com](http://www.BlackBookMarketResearch.com)



# Table of Contents

## TABLE OF CONTENTS OTORHINOLARYNGOLOGY

<b>PART ONE: 2015 BLACK BOOK EHR SYSTEM USERS SURVEY RESULTS</b>	<b>6</b>
STATE OF THE EHR INDUSTRY	
<b>AGGREGATED RESPONSE FINDINGS</b>	<b>7</b>
SURVEY OVERVIEW	15
<b>BLACK BOOK METHODOLOGY</b>	<b>16</b>
HOW THE DATA SETS ARE COLLECTED	16
UNDERSTANDING THE STATISTICAL CONFIDENCE OF BLACK BOOK DATA	19
WHO PARTICIPATES IN THE BLACK BOOK RANKING PROCESS	17
<b>PART TWO: AMBULATORY PRACTICE PHYSICIANS</b>	
<b>TOP 20 ELECTRONIC MEDICAL RECORD/HEALTH RECORD VENDORS</b>	<b>18</b>
TOP #1 EHR VENDOR OVERALL, TOP #1 EHR VENDOR BY FOUR FUNCTIONAL SUBSETS	19
TOP 20 ELECTRONIC HEALTH AND MEDICAL RECORD VENDORS, RANKED LIST 1 THROUGH 20	20
<b>SCORING KEY</b>	<b>22</b>
<b>OVERALL KPI LEADERS</b>	<b>26</b>
SUMMARY OF CRITERIA OUTCOMES	26
TOP SCORE PER INDIVIDUAL CRITERIA	27
<b>INDIVIDUAL KEY PERFORMANCE</b>	<b>28-46</b>
<b>TABLE OF FIGURES</b>	
<b>Figure 1: Comprehensive EHR vendors defined</b>	<b>20</b>
<b>Figure 2: Key to raw scores</b>	<b>21</b>
<b>Figure 3: Color-coded stop light dashboard scoring key</b>	<b>22</b>
<b>Figure 4: Raw score compilation and scale of reference</b>	<b>23</b>
<b>Figure 5: Scoring key</b>	<b>24</b>

## Table of Contents

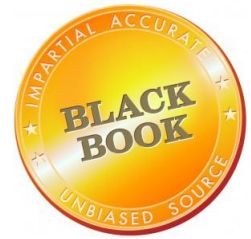
### TABLE OF AGGREGATED FINDINGS

<b>Figure 1:</b>	<b><i>Total Survey Response Rate</i></b>	<b>6</b>
<b>Figure 2:</b>	<b><i>Implementation Rate of Basic EMR and Fully Functional EHR</i></b>	<b>6</b>
<b>Figure 3:</b>	<b><i>2015 Survey Response Rate by OrganizationType</i></b>	<b>7</b>
<b>Figure 4:</b>	<b><i>Implementation Rate by Practice Size</i></b>	<b>8</b>
<b>Figure 5:</b>	<b><i>Project IT Budget Spend Changes</i></b>	<b>8</b>
<b>Figure 6:</b>	<b><i>Areas of Projected Largest Healthcare IT Spend by Project Type</i></b>	<b>8</b>
<b>Figure 7:</b>	<b><i>EHR Implementation Rate by US State</i></b>	<b>9</b>
<b>Figure 8:</b>	<b><i>Top Indicated EHR Selection Criteria</i></b>	<b>10</b>
<b>Figure 9:</b>	<b><i>Buyer Awareness of Vendors</i></b>	<b>10</b>
<b>Figure 10:</b>	<b><i>Buyer Awareness of Government Meaningful Use I &amp; II Standards Q4 2012</i></b>	<b>10</b>
<b>Figure 11:</b>	<b><i>EHR Adoption Rate by Specialty</i></b>	<b>11</b>
<b>Figure 12:</b>	<b><i>EHR Adoption by Practice Size, Setting, Location and Region</i></b>	<b>12</b>
<b>Figure 13:</b>	<b><i>Meaningful User Achievement by Practice Size, Setting, Location, Region</i></b>	<b>13</b>
<b>Figure 14:</b>	<b><i>Estimated Meaningful Use Achievement with Current IT Strategy</i></b>	<b>14</b>

## Table of Contents

### TABLE OF TABLES

<i>Table 1: Top 20 EMR EHR Vendors 2015 AMBULATORY PRACTICE</i>	21
<i>Table 2: Summary of criteria outcomes</i>	27
<i>Table 3: Top score per individual criteria</i>	28
<i>Tables of Individual Key Performance Indicator, Top Ten Highest Mean by KPI (Table 4, Summary)</i>	30-48
<i>Table 5: Vendor overall preference/vertical industry recommendations, MU 1-MU 2</i>	
<i>Table 6: Innovation</i>	
<i>Table 7: Training</i>	
<i>Table 8: Client relationships and cultural fit</i>	
<i>Table 9: Trust, Accountability and Transparency</i>	
<i>Table 10: Breadth of offerings, client types, delivery excellence</i>	
<i>Table 11: Deployment and implementation</i>	
<i>Table 12: Customization</i>	
<i>Table 13: Integrations, Connectivity and interfaces</i>	
<i>Table 14: Scalability, client adaptability, flexible pricing</i>	
<i>Table 15: Compensation and employee performance</i>	
<i>Table 16: Reliability</i>	
<i>Table 17: Brand image and marketing communications</i>	
<i>Table 18: Marginal value adds</i>	
<i>Table 19: Corporate Viability and Management Stability</i>	
<i>Table 20: Data security and backup services</i>	
<i>Table 21: Support and customer care</i>	
<i>Table 22: Best of breed technology and process improvement</i>	



Part One: Aggregate Black Book EMR EHR  
Survey Findings 2015

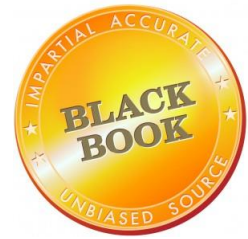
**FINDING 1: TOTAL SURVEY RESPONSE RATE 2013-2015**

Survey Conducted in Q3 of previous calendar year	Validated Survey Responses by EMR EHR In Use or Under Implementation	Validated Survey Responses by Physician Practices Not Yet Purchased EMR EHR
2014	27,194	7,055
2013	16,623	26,991
2012	12,075	68,118
2011	4,506	21,493
2010	787	3,555

**FINDING 2: IMPLEMENTATIONS OF BASIC EMR AND FULLY FUNCTIONAL EHR 2006 -2015**

IMPLEMENTED EMR	2006	2009	2009	2012	2012	2014	2014
	Basic EMR	Basic EMR	Fully Functional EHR	Basic EMR	Fully Functional EHR	Basic EMR	Fully Functional EHR
National	29.0%	44.5%	6.3%	71.3%	29.2%	85.8%	67.0%
Office-Based Practices							
National Hospital, Academic and Institutional Based Practices	42.8%	66.0%	32.1%	90.2%	69.5%	96.3%	83.3%

Source: Black Book Research



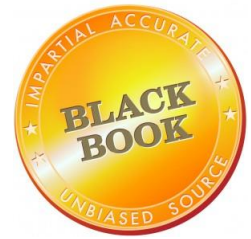
## Part One: Aggregate Black Book EMR EHR Survey Findings 2015

Note: A Basic EHR System is defined\* as including all of the following functional components: patient demographics, patient problem lists, electronic medication lists, clinical notes and documentation, order entry management of prescriptions, and viewing capability of laboratory and imaging results (reports). A Fully Functional EHR System is defined as including the basic system functionalities as clinical notes and documentation of the medical history and follow-up, ordering of laboratory and radiology tests, electronic transmission of prescriptions and orders, and electronic return of images. Fully functional also includes clinical decision support with warnings of drug interactions or contraindications, highlighting of out-of-range test levels, basic database queries/reporting/analytics, and reminders regarding guideline-based interventions or screening.

### FINDING 3: EMR EHR SURVEY RESPONSE RATES BY PRACTICE/ORGANIZATION TYPE, VALIDATED SYSTEM USERS

SURVEY RESPONDENT IDENTIFICATION	NUMBER OF RESPONSES VALIDATED	PERCENT OF TOTAL RESPONSES
Physician or Clinician Name	12,236	45.0%
Clinic/Practice Name	6,589	24.2%
Public Clinic	899	3.1%
Health System Clinic	1,577	5.8%
Academic Hospital and Medical Centers over 250 Beds	2,239	8.2%
Community Hospitals	1,042	3.8%
Small Hospitals under 100 Beds	1,784	6.6%
Ambulatory Medical/Surgery Centers	858	3.2%
<b>TOTAL</b>	<b>27,194</b>	<b>100.00%</b>

Source: Black Book Research, March 2015 audited EHR survey



Part One: Aggregate Black Book EMR EHR Survey Findings 2015

**FINDING 4: EMR ADOPTION RATE BY PRACTICE SIZE**

PRACTICE SIZE	ADOPTION/IMPLEMENTATION RATE
50+ PHYSICIAN GROUPS	99.4%
10-49	98.9%
2-9	67.8%
1 (SOLO PRACTICES)	58.0%
OVERALL	85.8%

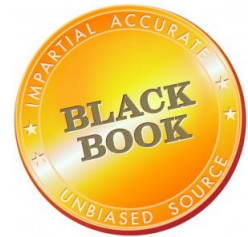
**FINDING 5: CHANGES IN IT ORGANIZATION SPEND FOR EHR ADD-ONS/NEW SYSTEMS ANTICIPATED IN NEXT 24 MONTHS**

HEALTHCARE DELIVERY ORGANIZATIONS SPEND FOR IT	2015	PROJECTING 2016
SPEND INCREASING 10+% FOR ALL IT	63%	20%
SPEND DECREASING 10+% FOR ALL IT	7%	51%

**FINDING 6: ANTICIPATED LARGEST BUDGET IT PROJECT INCREASES NEXT 24 MONTHS (SELECT 5 IN PRIORITY ORDER)**

SELECT FOUR BIGGEST INCREASES FOR IT SPEND IN 2015-2016	CIO/CMO SELECTING IN FOUR TOP PROJECTS
SECURITY, PRIVACY, DATA SAFETY	96%
NETWORKING & CONNECTIVITY	85%
REVENUE CYCLE MANAGEMENT/FINANCE ACCT	77%
WEB STORAGE, CLOUD, DIGITAL IMAGING	71%
ANALYTICS, DECISION SUPPORT, PLANNING	70%
HEALTH INFORMATION EXCHANGE/INTEROPERABILITY	69%
OUTSOURCING IT (WHOLE OR PART)	36%
HARDWARE & INFRASTRUCTURE	22%
POPULATION HEALTH	18%
ELECTRONIC HEALTH RECORDS	10%





Part One: Aggregate Black Book EMR EHR Survey Findings 2015

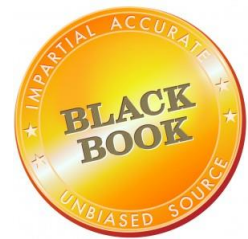
**FINDING 7: CLINICIANS & STAFF UTILIZING HIGHLY FUNCTIONAL EMR-EHR APPLICATIONS & PROGRAMMING BY STATE (ALL PHYSICIANS AND HOSPITAL REPORTING COLLECTIVELY)**

**SUBSTANTIAL INCREASE IN USABILITY AND USER PROFICIENCY IN 2014**

STATE	Percent Utilizing EHR Beyond Basic Functionalities
	Advanced Use of EHR Capabilities (All Practice Sizes, Specialties, Locations)
IOWA	84.5%
MASSACHUSETTS	84.0%
RHODE ISLAND	83.5%
OREGON	83.9%
MINNESOTA	83.8%
DELAWARE	81.0%
MICHIGAN	81.0%
MISSOURI	79.4%
IDAHO	78.6%
PENNSYLVANIA	78.5%
MAINE	77.9%
SOUTH DAKOTA	76.4%
NEVADA	70.4%
NORTH CAROLINA	70.1%
ILLINOIS	70.0%
INDIANA	69.9%
KANSAS	63.2%
COLORADO	62.6%
WASHINGTON	59.3%
MONTANA	48.5%
OKLAHOMA	48.0%
FLORIDA	41.3%
TENNESSEE	40.4%
ARIZONA	37.3%
MISSISSIPPI	35.2%
ALABAMA	35.1%

VERMONT	35.0%
OHIO	34.8%
GEORGIA	34.0%
NEW JERSEY	33.9%
WISCONSIN	33.6%
HAWAII	33.4%
CALIFORNIA	32.9%
UTAH	32.8%
TEXAS	32.5%
VIRGINIA	32.0%
CONNECTICUT	31.9%
ALASKA	31.5%
WYOMING	31.5%
NEW YORK	31.5%
NEW HAMPSHIRE	31.3%
MARYLAND	31.2%
KENTUCKY	30.0%
NEBRASKA	28.0%
LOUISIANA	27.8%
SOUTH CAROLINA	25.6%
NEW MEXICO	25.3%
WEST VIRGINIA	20.7%
NORTH DAKOTA	20.6%
AVERAGE	51.6%

Source: Black Book Research



## Part One: Aggregate Black Book EMR EHR Survey Findings 2015

### FINDING 8: TOP SINGLE CRITERIA FOR SELECTING EHR

TOP DECISION CRITERIA FOR SELECTION	PENDING EMR EHR	PERCENT SELECTING THIS CRITERIA
SYSTEM & IMPLEMENTATION COSTS		44.5%
CONNECTIVITY OR MEANINGFUL USE ACHIEVEMENT		36.7%
NO IDEA		15.8%

### FINDING 9: AWARENESS OF DIFFERENT EHR VENDORS IN MARKETPLACE

PHYSICIAN PRACTICE SETTING AWARENESS/KNOWLEDGE OF EMR EHR VENDORS BEFORE SELECTION PROCESS	PERCENT AWARE OF VENDORS
KNEW OF NO VENDORS	20.0%
KNEW OF AT LEAST ONE VENDOR	48.3%
KNEW MORE THAN ONE VENDOR	31.3%

### FINDING 10: AWARENESS OF MEANINGFUL USE

KNOWLEDGE OF GOVERNMENT'S EHR STANDARDS, STIMULUS AND REIMBURSEMENT RELATED PROCESSES, MEANINGFUL USE	PERCENT UNDERSTANDING OF GOVERNMENT PROGRAMS
VERY KNOWLEDGEABLE	19.2%
BASIC UNDERSTANDING	75.5%
VERY UNAWARE/NO UNDERSTANDING	12.0%

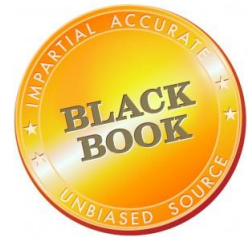


Part One: Aggregate Black Book EMR EHR Survey Findings 2015

**FINDING 11: EMR ADOPTION/IMPLEMENTATION RATE BY SPECIALTY (2014)**

SPECIALTY	TOTAL ACTIVE PHYSICIANS	(NON RESEARCH/ NON TEACHING) PATIENT CARE PHYSICIANS	EST IMPLEMENTING BASIC EMR	PERCENT OF SAMPLE IMPLEMENTING EMR
Radiology	27562	25002	20977	84%
Emergency Medicine	30742	27981	23308	83%
Pediatrics	54061	48111	38393	80%
Neurology	12630	10597	8202	77%
Family Medicine/General Practice	103315	95627	67130	70%
Plastic Surgery	6671	6307	4314	68%
Gastroenterology	12086	10998	7446	68%
Obstetrics & Gynecology	39689	36827	24858	68%
Ophthalmology	17846	16616	10883	66%
Urology	9916	9308	5818	63%
Otolaryngology	9220	8711	5227	60%
Physical Medicine & Rehab	8084	7168	4279	60%
Psychiatry	39371	33955	19864	59%
Neurosurgery	4921	4480	2527	56%
Internal Medicine	104904	91457	50850	56%
Allergy & Immunology	4222	3594	1955	54%
Infectious Disease	6424	4567	2297	50%
Geriatric Medicine	3769	2995	1396	47%
General Surgery	26769	22852	10398	46%
Hematology & Oncology	11802	9584	4198	44%
Dermatology	10390	9799	4404	42%
Nephrology	7550	6359	2308	36%
Cardiovascular Disease	21511	19476	6135	32%
Rheumatology	4568	3763	1095	29%
Orthopedic Surgery	20323	18912	5447	29%
Child Adolescent Psychiatry	7312	6318	1542	24%
Vascular Surgery	2610	2393	584	24%
Endocrinology	5448	4112	901	22%
Pulmonary Medicine	11567	9829	2044	21%
Thoracic Surgery	4820	4388	908	21%
<b>ALL PHYSICIANS</b>	<b>765788</b>	<b>678336</b>	<b>345952</b>	<b>51%</b>

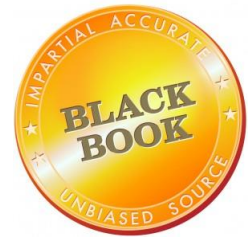
Source: Black Book Rankings



## Part One: Aggregate Black Book EMR EHR Survey Findings 2015

### FINDING 12: MODULE ADOPTION RATES BY PRACTICE SIZE, LOCATION, REGION. SELF REPORTED

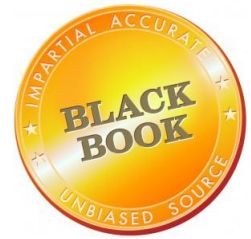
	2008	2013	2008	2012	2008	2015
	Basic EHR	Basic EHR	EHR+PM+ERX	EHR+PM+ERX	No EMR	No EMR
<b>All Practices</b>	15%	81%	6%	30%	80%	5%
<b>SIZE</b>						
<b>Solo Practice</b>	8%	61%	2%	19%	85%	14%
<b>2-5 Physicians</b>	11%	72%	4%	35%	84%	4%
<b>6-25 Physicians</b>	17%	89%	6%	42%	77%	1%
<b>26-99 Physicians</b>	22%	98%	8%	60%	69%	0%
<b>100+ Physicians</b>	35%	99%	18%	72%	52%	0%
<b>SETTING</b>						
<b>Hospital and Academic Med Ctr Practices</b>	16%	75%	6%	53%	82%	2%
<b>Office Practices</b>	12%	59%	5%	20%	85%	14%
<b>LOCATION</b>						
<b>Urban</b>	13%	72%	4%	37%	80%	10%
<b>Rural</b>	6%	16%	2%	19%	89%	23%
<b>REGION</b>						
<b>Northeast</b>	11%	62%	4%	26%	86%	11%
<b>Midwest</b>	13%	68%	4%	29%	83%	7%
<b>South</b>	12%	55%	5%	29%	84%	10%
<b>West</b>	16%	80%	6%	30%	76%	10%



Part One: Aggregate Black Book EMR EHR Survey Findings 2015

**FINDING 13: ESTIMATING ACHIEVEMENT OF MEANINGFUL USE BY PRACTICE SIZE, LOCATION, SETTING) SELF REPORTED**

<b>MU 1</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b> <b>MU 1 + MU 2</b>
<b>All Practices</b>	3%	27%	76%	82%	80%
<b>SIZE</b>					
<b>Solo Practice</b>	1%	13%	20%	31%	70%
<b>2-5 Physicians</b>	5%	19%	34%	49%	78%
<b>6-25 Physicians</b>	7%	45%	66%	89%	85%
<b>26-99 Physicians</b>	12%	37%	77%	80%	92%
<b>100+ Physicians</b>	25%	71%	88%	91%	90%
<b>SETTING</b>					
<b>Hospital and Academic Med Ctr Practices</b>	10%	24%	70%	91%	96%
<b>Office Practices</b>	2%	26%	68%	83%	73%
<b>LOCATION</b>					
<b>Urban</b>	9%	42%	63%	71%	90%
<b>Rural</b>	1%	11%	32%	54%	69%
<b>REGION</b>					
<b>Northeast</b>	5%	24%	65%	83%	87%
<b>Midwest</b>	9%	32%	77%	90%	92%
<b>South</b>	4%	14%	46%	88%	91%
<b>West</b>	3%	10%	39%	57%	80%



Part One: Aggregate Black Book EMR EHR Survey Findings 2015

**FINDING 14: ESTIMATING 2015 ACHIEVEMENT OF MEANINGFUL USE WITH CURRENT IT STRATEGY, SELF REPORTED**

	STAGE 1 MU	STAGE 2 MU	STAGE 3 MU
<b>All Practices</b>	96%	66%	8%
<b>SIZE</b>			
<b>Solo Practice</b>	86%	44%	5%
<b>2-5 Physicians</b>	93%	43%	8%
<b>6-25 Physicians</b>	95%	50%	7%
<b>26-99 Physicians</b>	99%	72%	18%
<b>100+ Physicians</b>	98%	81%	13%
<b>SETTING</b>			
<b>Hospital and Academic Med Ctr Practices</b>	97%	83%	20%
<b>Office Practices</b>	83%	67%	6%
<b>LOCATION</b>			
<b>Urban</b>	89%	51%	8%
<b>Rural</b>	62%	52%	7%
<b>REGION</b>			
<b>Northeast</b>	80%	52%	5%
<b>Midwest</b>	92%	50%	10%
<b>South</b>	84%	34%	5%
<b>West</b>	79%	38%	6%



## Black Book Methodology

### SUMMARY

#### **BLACK BOOK 2015 EHR SATISFACTION SURVEY OVERVIEW**

In Q4 2014 through Q1 2015, the Black Book Market Research conducted its 7<sup>th</sup> annual electronic medical record, electronic health record, e-Prescribing, Practice Management and e-Health client/user survey investigating over 525 EMR vendors utilized by 27,194 validated EHR users nationwide for competitive analysis and ranking by key performance indicator outcomes.

684 validated ENT EHR users participated in this specialty segment.

#### **KEY SATISFACTION FINDINGS**

##### **Key finding: most important customer satisfaction KPIs**

Customization, interfaces/connectivity, reliability and client relations and support are the most important attributes influencing EHR client satisfaction and experience with their EMR vendors.

##### **Key finding: EHR vendor satisfaction increased over 25% in 2015 from 2012-2013 among users with installations**

Clients with more than 11 physicians in a single setting are significantly more satisfied with their EHR than are single and small group practice clients. Strong satisfaction in the larger practice segment surged to 87.1% in 2015, while small and single practices maintained a lesser overall EMR satisfaction in 39.5% of users.





## Black Book Methodology

### **BLACK BOOK METHODOLOGY**

#### **HOW THE DATA SETS ARE COLLECTED**

Black Book collects ballot results on 18 performance areas of operational excellence to rank vendors by electronic medical and health record product lines. The gathered data are subjected immediately to an internal and external audit to verify completeness and accuracy and to make sure the respondent is valid while ensuring that the anonymity of the client company is maintained. During the audit, each data set is reviewed by a Brown-Wilson executive and at least two other people. In this way, Black Book's clients are able to clearly see how a vendor is truly performing. The 18 criteria on operational excellence are subdivided by the client's industry, market size, geography and function outsourced and reported accordingly.

Situational and market studies are conducted on areas of high interest such as e-Prescribing, Health Information Exchange, Accountable Care organization, hospital software, services providers, educational providers in e-health, bench markers and advisors. These specific survey areas range from four to 20 questions or criteria each.

#### **UNDERSTANDING THE STATISTICAL CONFIDENCE OF BLACK BOOK DATA**

Statistical confidence for each performance rating is based upon the number of organizations scoring the electronic medical and health records service. Black Book identifies data confidence by one of several means:

- Top-10-ranked vendors must have a minimum of ten unique clients represented. Broad categories require a minimum of 20 unique client ballots. Data that are asterisked (\*) represent a sample size below required limits and are intended to be used for tracking purposes only, not ranking purposes. Performance data for an asterisked vendor's services can vary widely until a larger sample size is achieved. The margin of error can be very large and the reader is responsible for considering the possible current and future variation (margin of error) in the Black Book performance score reported.
- Vendors with over 20 unique client votes are eligible for top 10 rankings and are assured to have highest confidence and lowest variation. Confidence increases as more organizations report on their outsourcing vendor. Data reported in this form are shown with a 95% confidence level (within a margin of 0.25, 0.20 or 0.15, respectively).
- Raw numbers include the quantity of completed surveys and the number of unique organizations contributing the data for the survey pool of interest.





## Black Book Methodology

### **WHO PARTICIPATES IN THE BLACK BOOK RANKING PROCESS**

Over 420,000 practice management and physician leaders and other users ranking from hospital executives, clinicians, IT specialists and front-line implementation veterans are invited to participate in the 2015 annual Black Book EMR EHR e-Health initiative satisfaction survey. Non-invitation receiving participants must complete a verifiable profile, utilize valid corporate email address and are then included as well.

The Black Book survey web instrument is open to respondents and new participants each year from August 1 to December 15 <http://blackbookrankings.com> and <http://blackbookpolls.com>. Only one ballot per corporate email address is permitted and changes of ballots during the open polling period require a formal email request process to ensure integrity.

### **EHR VENDOR RANKINGS AND RESULTS – 2015**

27,194 qualified users of systems with validated corporate/valid email addresses ranked 525 EMR-EHR suppliers offering individual or bundled arrangements as part of the Black Book annual survey, conducted via web survey instruments. Additionally 11,000 about-to-be users answered questions about budgeting, vendor familiarity and vendor selection processes but current non-user ballots are not counted in the vendor ranking process of client satisfaction.

The four most highly utilized systems of EHR systems are included as subsets including ENT.

Each year, the Brown-Wilson Group and BWG's Black Book EMR research division, Black Book Rankings, undertake an annual survey into organizations' satisfaction with their outsourcing service providers. These research results are recognized as the most extensive and representative perception study of EMR vendors, validated by independent audit.

The American Recovery and Reinvestment Act (ARRA) provides strong incentives to encourage the adoption and meaningful use of electronic health records including health information exchange to improve the continuity and coordination of care and reporting of quality metrics. Medicare and Medicare incentive payments are critically dependent on the use of certified EHRs by eligible professionals to demonstrate meaningful use including e-prescribing, health information exchange, reporting of quality metrics and providing patients with timely access to information

Stop Light Scoring Key



## **2015 RESULTS**

### **ELECTRONIC HEALTH RECORDS**

**AMBULATORY PRACTICE PHYSICIANS, GROUPS & FACILITIES**

#### **ENT/ Otorhinolaryngology**



Stop Light Scoring Key

**TOP OVERALL AMBULATORY EHR EMR VENDOR HONORS: ENT/ OTORHINOLARYNGOLOGY**  
**MODERNIZING MEDICINE**

---

**FUNCTIONAL SUBSET HONORS: TOP VENDORS FOR AMBULATORY PRACTICE PHYSICIANS**

**TOP VENDOR: PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING**  
**MODERNIZING MEDICINE**

---

**TOP VENDOR: COMMUNICATIONS AND CONNECTIVITY**  
**CERNER**

---

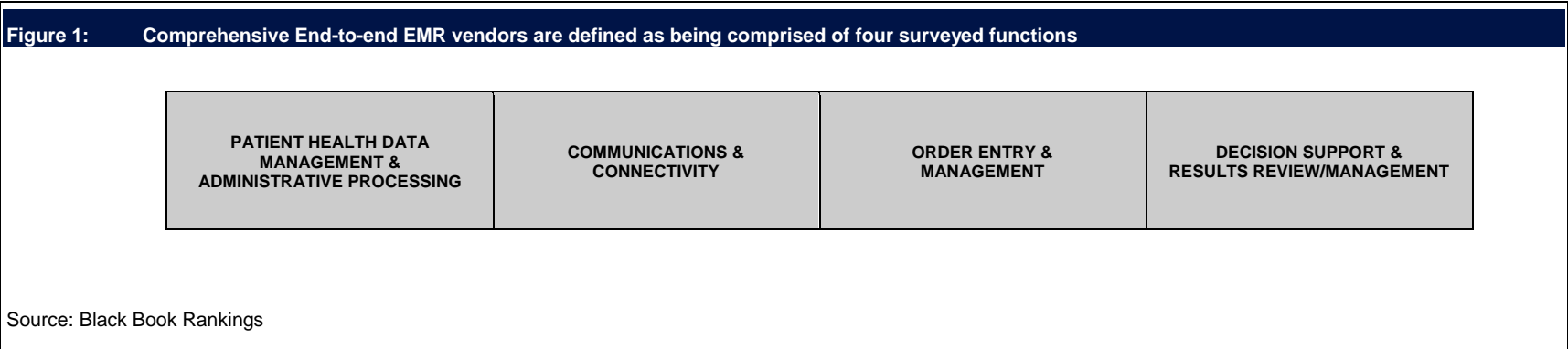
**TOP VENDOR: ORDER ENTRY AND MANAGEMENT**  
**MODERNIZING MEDICINE**

---

**TOP VENDOR: RESULTS REVIEW/MANAGEMENT AND DECISION SUPPORT**  
**MEDICAL MASTERMIND**

Stop Light Scoring Key

**SCORING KEY**



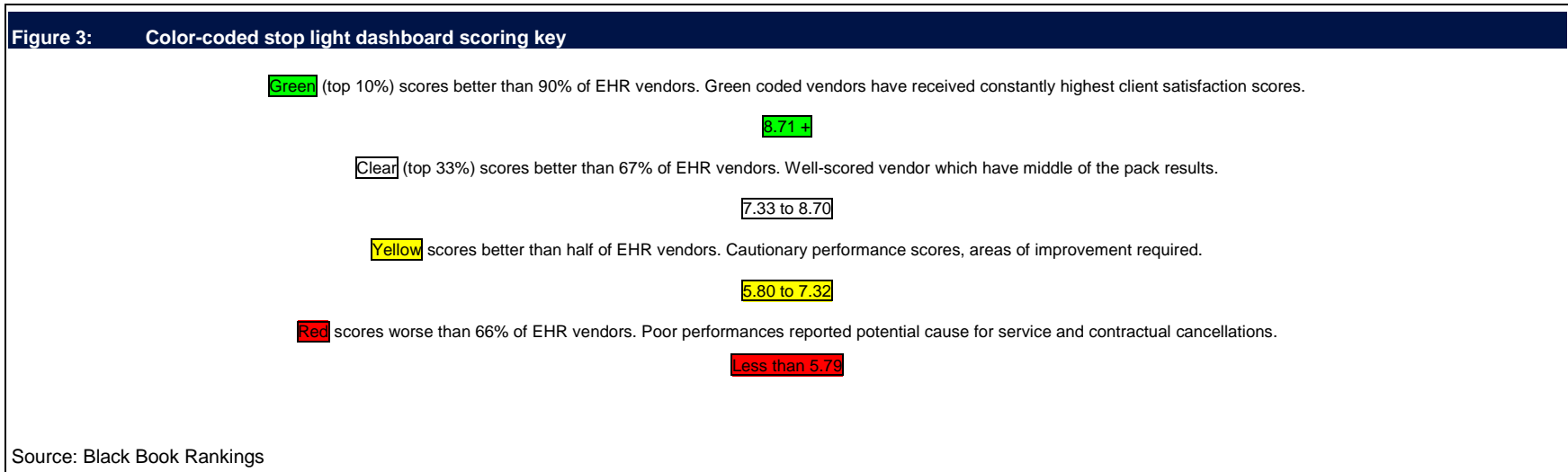
## Stop Light Scoring Key

**Figure 2: Key to raw scores**

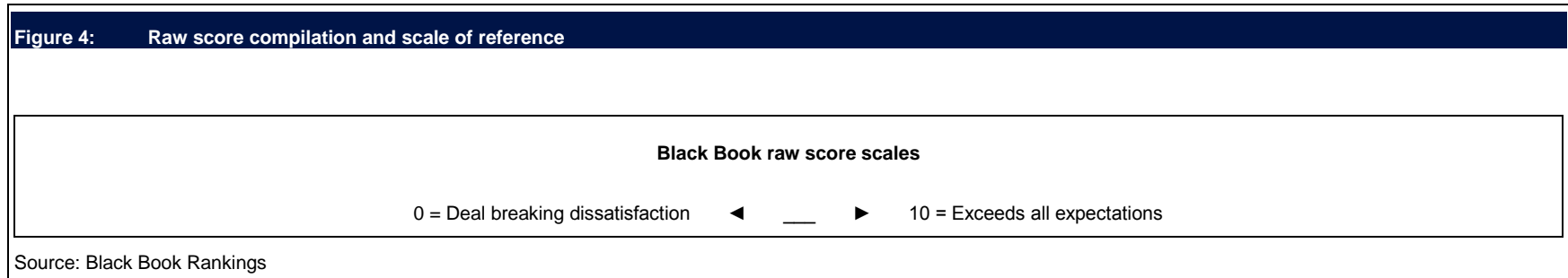
0.00–5.79 ▶	◀ 5.80–7.32 ▶	◀ 7.33–8.70 ▶	◀ 8.71–10.00
<b>Deal breaking dissatisfaction</b> Does not meet expectations Cannot recommend vendor	<b>Neutral</b> Meets/does not meet expectations consistently Would not likely recommend vendor	<b>Satisfactory performance</b> Meets expectations Recommends vendor	<b>Overwhelming satisfaction</b> Exceeds expectations Highly recommended vendor

Source: Black Book Rankings

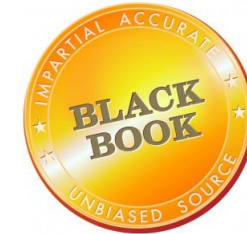
## Stop Light Scoring Key



## Stop Light Scoring Key



Individual vendors can be examined by specific indicators on each of the main functions of EMR vendors as well as grouped and summarized subsets. Details of each subset are contained so that each vendor may be analyzed by function and end-to-end EMR services collectively.



## Stop Light Scoring Key

**Figure 5: Scoring key**

Overall rank	Q6 criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
5	1	Doctors and Hospitals EMR	8.49	8.63	8.50	8.01	8.66

Source: Black Book Rankings

- **Overall rank** – this rank references the final position of all 18 criteria averaged by the mean score collectively. This vendor ranked fifth of the 20 competitors.
- **Criteria rank** – refers to the number of the question or criteria surveyed. This is the sixth question of the 18 criteria of which this vendor ranked first of the 20 vendors analyzed positioned only on this particular criteria or question. Each vendor required ten unique client ballots validated to be included in the top ten ranks.
- **Company** – name of the EHR vendor.
- **Subsections** – each subset comprises one-fourth of the total EHR vendor mean at the end of this row, and includes all buyers and users who indicate that they contract each respective EMR functional subsection with the supplier, specific to their physician enterprise.
- **Mean** – congruent with the criteria rank, the mean is a calculation of all three subsets of EHR functions surveyed. As a final ranking reference, it includes all market sizes, specialties, delivery sites and geographies.



Overall KPI Leaders: Ambulatory EHR 2015  
 ENT/ Otorhinolaryngology

**OVERALL KEY PERFORMANCE INDICATOR LEADERS**

**SUMMARY OF CRITERIA OUTCOMES**

**Table 1: Summary of criteria outcomes**

Total number one criteria ranks	ENT Physician Practice EHR Vendor	Overall rank
9	MODERNIZING MEDICINE	1
4	MEDICAL MASTERMIND	2
4	CERNER	4
1	MEDITAB	5

Source: Black Book Rankings

Overall KPI Leaders: Ambulatory EHR 2015  
 ENT/ Otorhinolaryngology

<b>Table 2: Top score per individual criteria, Hospitals Under 100 Beds</b>			
<b>Question</b>	<b>Criteria</b>	<b>EHR/EMR Vendor</b>	<b>Overall rank</b>
1	Vendor overall preference/vertical industry recommendations. MU1 & MU2	MODERNIZING MEDICINE	1
2	Innovation	MODERNIZING MEDICINE	1
3	Training	CERNER	3
4	Client relationships and cultural fit	MODERNIZING MEDICINE	1
5	Trust, Accountability and Transparency	MODERNIZING MEDICINE	1
6	Breadth of offerings, client types, delivery excellence	CERNER	3
7	Deployment and EHR implementation	MODERNIZING MEDICINE	1
8	Customization	CERNER	3
9	Integration and interfaces	MODERNIZING MEDICINE	1
10	Scalability, client adaptability, flexible pricing	MEDITAB	5
11	Compensation and employee performance	MEDICAL MASTERMIND	2
12	Reliability	MODERNIZING MEDICINE	1
13	Brand image and marketing communications	MEDICAL MASTERMIND	1
14	Marginal value adds	MEDICAL MASTERMIND	2
15	Managerial and Corporate Viability	MODERNIZING MEDICINE	1
16	Data security and backup services	CERNER	3
17	Support and customer care	MEDICAL MASTERMIND	2
18	Best of breed technology and process improvement	MODERNIZING MEDICINE	1

Individual Key Performance, Ambulatory EHR  
ENT/ Otorhinolaryngology

**2015 INDIVIDUAL KEY PERFORMANCE:**

**AMBULATORY PRACTICE PHYSICIANS/PHYSICIAN GROUPS  
OTORHINOLARYNGOLOGY ELECTRONIC HEALTH RECORDS VENDOR PERFORMANCE**




Individual Key Performance, Ambulatory EHR  
ENT/ Otorhinolaryngology

Table 3: AMBULATORY PHYSICIAN EHR Top Ranked Electronic Health Records Vendors – raw scores 2015 Otorhinolaryngology																				
Rank	Vendor	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Mean
1	MODERNIZING MEDICINE	9.50	9.37	9.16	9.67	9.72	9.17	9.45	9.15	9.58	9.12	9.39	9.72	9.66	9.24	9.49	9.35	9.46	9.59	<b>9.43</b>
2	MEDICAL MASTERMIND	8.87	9.31	9.57	9.06	9.69	9.78	9.10	9.50	9.54	9.04	9.66	8.90	9.70	9.36	9.20	8.92	9.82	9.54	<b>9.36</b>
3	CERNER	9.35	9.18	9.83	9.59	9.05	9.86	8.77	9.59	8.35	9.22	8.80	9.63	8.61	8.97	9.30	9.41	8.74	9.39	<b>9.20</b>
4	ALLMEDS	9.42	9.16	8.61	8.92	9.30	8.66	8.73	8.01	8.83	8.81	8.64	8.33	8.51	8.23	9.16	8.80	8.49	8.94	<b>8.75</b>
5	MEDITAB	8.90	8.87	8.26	9.05	9.32	8.22	8.34	8.72	8.41	9.13	8.90	8.41	7.94	8.21	7.31	8.45	8.91	8.98	<b>8.57</b>
6	ATHENAHEALTH	8.96	8.07	8.99	9.64	8.40	8.67	9.37	7.87	7.60	7.35	7.54	8.68	8.81	7.59	8.42	8.94	9.70	8.41	<b>8.50</b>
7	CHARTWARE	8.54	8.16	8.28	7.86	8.77	8.53	8.18	7.91	8.71	7.94	9.16	8.91	8.08	8.78	8.40	7.89	8.76	8.48	<b>8.41</b>
8	ALLSCRIPTS	8.52	8.74	8.19	8.52	7.62	9.00	9.39	8.16	7.25	8.00	9.11	8.52	8.66	8.69	7.65	7.97	8.82	8.39	<b>8.40</b>
9	GREENWAY	8.48	7.60	9.05	8.89	7.34	7.83	7.50	8.78	8.53	9.13	7.98	8.02	8.75	6.93	8.64	8.56	8.93	8.81	<b>8.32</b>
10	ECLINICALWORKS	8.79	8.21	7.36	9.10	8.37	7.35	8.45	7.45	7.35	7.48	9.09	8.90	8.38	7.99	7.94	8.70	9.02	8.78	<b>8.26</b>
11	WAITINGROOM	6.80	7.54	8.53	8.55	8.85	7.82	7.27	7.09	7.67	7.95	8.76	7.34	6.97	7.24	7.75	8.57	8.04	8.42	<b>7.85</b>
12	EPIC SYSTEMS	9.19	7.96	8.72	8.26	6.97	6.98	8.00	8.09	7.39	6.97	7.02	8.79	8.36	8.24	7.74	7.12	7.60	8.07	<b>7.85</b>
13	MCKESSON	8.36	7.41	8.07	7.58	8.24	7.88	6.92	8.24	8.23	7.49	6.86	7.43	8.80	8.68	6.79	7.98	7.57	7.72	<b>7.79</b>
14	PRACTICE FUSION	8.22	8.88	7.70	7.98	7.81	7.49	8.85	7.25	6.57	8.11	6.79	7.58	7.17	8.84	7.34	7.38	7.00	8.74	<b>7.76</b>
15	GE HEALTHCARE	7.14	7.76	8.19	7.99	7.28	7.79	7.78	8.62	5.85	6.86	5.59	6.91	6.82	8.39	6.68	8.58	9.38	7.25	<b>7.49</b>
16	HEALTHFUSION	8.48	8.20	8.94	7.05	5.86	7.86	6.52	7.81	8.62	7.12	6.11	7.49	7.13	7.27	7.50	5.91	7.61	8.03	<b>7.42</b>
17	NEXTGEN	7.45	6.39	7.24	7.39	5.20	8.39	6.20	6.03	7.44	8.00	7.68	8.53	8.25	6.91	5.99	8.68	7.74	7.31	<b>7.27</b>
18	QUEST CARE360	8.75	7.76	7.75	5.52	4.92	8.06	5.32	6.84	6.52	5.73	8.57	6.84	7.26	8.86	7.19	5.86	7.41	6.69	<b>6.99</b>
19	PRAXIS	6.22	7.42	6.67	7.33	3.72	5.12	7.17	5.56	6.74	7.48	5.37	5.63	7.92	7.06	7.56	5.84	8.85	6.48	<b>6.56</b>
20	CHARTLOGIC	6.90	7.67	7.74	5.78	3.85	5.83	7.54	6.75	8.07	5.36	7.67	5.69	7.79	8.04	5.31	6.12	4.58	7.09	<b>6.54</b>

2015 Top Ambulatory Electronic Medical/Health Records Vendors

Published July 2015

Individual Key Performance, Ambulatory EHR  
 ENT/ Otorhinolaryngology

**1. Vendor overall preference by similar users of ENT applications peer group vertical industry recommendations for vendor expertise, MU 1 and MU 2 attestation achievements.**

Organizational structure meets the needs of stakeholders or customers and stakeholder satisfaction is the most important priority. EHR client is likely to recommend the vendor to similar sized physician groups, physicians within the same specialty or delivery setting.

Overall rank	Q1 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
1	1	MODERNIZING MEDICINE	9.45	9.28	9.55	9.70	<b>9.50</b>
4	2	ALLMEDS	9.41	9.04	9.64	9.58	<b>9.42</b>
3	3	CERNER	9.40	9.77	9.19	9.02	<b>9.35</b>
12	4	EPIC SYSTEMS	8.96	9.17	9.14	9.48	<b>9.19</b>
6	5	ATHENAHEALTH	9.20	8.42	8.94	9.27	<b>8.96</b>
5	6	MEDITAB	9.23	8.89	8.62	8.84	<b>8.90</b>
2	7	MEDICAL MASTERMIND	8.65	9.53	8.88	8.41	<b>8.87</b>
10	8	ECLINICALWORKS	8.94	8.74	9.25	8.21	<b>8.79</b>
18	9	QUEST CARE360	8.25	8.57	9.20	8.98	<b>8.75</b>
7	10	CHARTWARE	8.30	9.08	8.45	8.31	<b>8.54</b>

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 2. Innovation, including MU 3 investments

Customers are also continuing to push the envelope for further enhancements to which the EHR vendor is responsive. EHR clients also believe that their vendors' technology is helping them manage practices more effectively, generate accurate records and reimbursement billings and cut their overhead in ways that were difficult or impossible to accomplish before electronic medical records were implemented. Vendor is responsive to make client recommendations with cutting edge improvements.

Overall rank	Q2 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
1	1	MODERNIZING MEDICINE	9.83	9.01	9.04	9.60	<b>9.37</b>
2	2	MEDICAL MASTERMIND	9.74	9.13	9.31	9.04	<b>9.31</b>
3	3	CERNER	9.05	9.11	9.26	9.30	<b>9.18</b>
4	4	ALLMEDS	9.38	9.28	9.02	8.95	<b>9.16</b>
14	5	PRACTICE FUSION	8.94	8.81	8.67	9.09	<b>8.88</b>
5	6	MEDITAB	9.14	9.08	8.63	8.62	<b>8.87</b>
8	7	ALLSCRIPTS	8.56	8.92	9.15	8.31	<b>8.74</b>
10	8	ECLINICALWORKS	8.29	7.72	8.93	7.89	<b>8.21</b>
16	9	HEALTHFUSION	8.83	7.93	7.60	8.44	<b>8.20</b>
7	10	CHARTWARE	7.89	8.24	8.66	7.85	<b>8.16</b>

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 3. Training

Electronic medical and health record vendor leadership provides significant and meaningful training opportunities for internal employees and client staff. Leadership strives to develop technology staff, EMR/EHR client service and customer servicing consultant employees in particular. Training modules are effective and practical so that minimal post-implementation training is required on or off site. Regular updates are timely and require minimal additional training to implement.

Overall rank	Q3 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
3	1	CERNER	9.70	9.92	9.94	9.76	<b>9.83</b>
2	2	MEDICAL MASTERMIND	9.54	9.98	9.19	9.55	<b>9.57</b>
1	3	MODERNIZING MEDICINE	9.83	8.94	8.91	8.97	<b>9.16</b>
9	4	GREENWAY	9.24	9.09	8.84	9.02	<b>9.05</b>
6	5	ATHENAHEALTH	8.26	9.38	8.98	9.35	<b>8.99</b>
16	6	HEALTHFUSION	8.86	9.28	8.89	8.74	<b>8.94</b>
12	7	EPIC SYSTEMS	8.01	8.39	9.35	9.13	<b>8.72</b>
19	8	PRAXIS	9.08	8.81	8.46	8.34	<b>8.67</b>
4	9	ALLMEDS	8.82	9.02	8.20	8.41	<b>8.61</b>
11	10	WAITINGROOM	8.27	8.57	8.48	8.79	<b>8.53</b>

Source: Black\* Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 4. Client relationships and cultural fit

EHR vendor leadership honors customer relationships highly. The relationship with the EHR elevates the customer reputation. Improving physician practice and healthcare delivery efficiency and effectiveness is a priority of the supplier. Governance of engagement is neither complex for buyer nor does it require vendor management attention regularly. There is no regular transparency or quality issue. There are no culture clashes or misfits that threaten relationship's success or client's satisfaction.

Overall rank	Q4 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
1	1	MODERNIZING MEDICINE	9.80	9.60	9.72	9.55	<b>9.67</b>
6	2	ATHENAHEALTH	9.65	9.61	9.32	9.96	<b>9.64</b>
3	3	CERNER	9.70	9.67	9.52	9.45	<b>9.59</b>
10	4	ECLINICALWORKS	9.11	9.23	9.06	9.00	<b>9.10</b>
2	5	MEDICAL MASTERMIND	9.95	9.11	9.04	8.15	<b>9.06</b>
5	6	MEDITAB	8.95	9.48	8.91	8.86	<b>9.05</b>
4	7	ALLMEDS	9.16	9.11	8.60	8.80	<b>8.92</b>
9	8	GREENWAY	9.20	7.85	9.72	8.77	<b>8.89</b>
11	9	WAITINGROOM	8.37	9.05	8.28	8.52	<b>8.56</b>
8	10	ALLSCRIPTS	8.91	8.57	8.12	8.47	<b>8.52</b>

Source: Black Book Rankings



## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 5. Trust, Accountability and Transparency

Trust in enterprise reputation is important to EMR clients as well as prospects. Client possesses an understanding that its EHR organization has the people, processes, and resources to effectively deliver the desired business and clinical results, based on its industry reputation and past performance. There are no disconnects between promises and delivery

Overall rank	Q5 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
1	1	MODERNIZING MEDICINE	9.85	9.86	9.64	9.54	<b>9.72</b>
2	2	MEDICAL MASTERMIND	9.71	9.48	9.75	9.82	<b>9.69</b>
5	3	MEDITAB	9.53	9.63	8.90	9.22	<b>9.32</b>
4	4	ALLMEDS	9.24	9.44	9.77	8.74	<b>9.30</b>
3	5	CERNER	9.11	9.14	8.80	9.11	<b>9.05</b>
11	6	WAITINGROOM	8.51	8.85	8.53	9.52	<b>8.85</b>
7	7	CHARTWARE	9.30	8.94	8.03	8.81	<b>8.77</b>
6	8	ATHENAHEALTH	8.69	8.33	7.85	8.74	<b>8.40</b>
10	9	ECLINICALWORKS	8.80	8.54	8.23	7.90	<b>8.37</b>
13	10	MCKESSON	8.56	8.58	8.09	7.73	<b>8.24</b>

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 6. Breadth of offerings, varied client settings, delivery excellence across all user types

EMR/EHR vendor offers industry recognized horizontal functionality and vertical industry applications, and manage bundled EMR services such as ePrescribing and developing new e-Health initiatives. Vendor routinely drives operational performance improvements and results in the areas they affect. Comprehensive offerings are constructed to meet the unique needs of the client's EMR initiatives. Breadth of vendor modules offers comprehensive system services and broad modules.

Overall rank	Q6 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
3	1	CERNER	9.83	9.95	9.83	9.81	<b>9.86</b>
2	2	MEDICAL MASTERMIND	9.94	9.65	9.74	9.78	<b>9.78</b>
1	3	MODERNIZING MEDICINE	9.34	9.22	9.10	9.01	<b>9.17</b>
8	4	ALLSCRIPTS	9.18	9.13	9.17	8.58	<b>9.00</b>
7	5	CHARTWARE	8.82	8.97	8.49	8.40	<b>8.67</b>
4	6	ALLMEDS	8.40	8.38	8.44	9.41	<b>8.66</b>
17	7	NEXTGEN	8.99	8.63	7.92	8.58	<b>8.53</b>
6	8	ATHENAHEALTH	8.75	8.22	7.87	8.73	<b>8.39</b>
5	9	MEDITAB	8.37	8.43	8.12	7.97	<b>8.22</b>
18	10	QUEST CARE360	8.16	7.89	6.98	9.47	<b>8.13</b>

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 7. Deployment and EHR implementation

EHR client deploys at a pace acceptable to the client. EHR solutions eliminate excessive supervision over vendor implementations. Vendor overcomes client implementation obstacles and challenges effectively. Technical, organizational and cultural implementation obstacles are handled professionally and punctually. EHR implementation time meets standard expectations. Implementations are efficient and sensitive to users' specific situations which may cause delays.

Overall rank	Q7 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
1	1	MODERNIZING MEDICINE	9.43	9.79	9.63	8.96	<b>9.45</b>
8	2	ALLSCRIPTS	9.44	9.00	9.39	9.71	<b>9.39</b>
2	3	MEDICAL MASTERMIND	9.11	9.46	9.43	9.48	<b>9.37</b>
6	4	ATHENAHEALTH	9.06	9.51	9.00	8.99	<b>9.37</b>
14	5	PRACTICE FUSION	8.88	9.02	8.53	8.97	<b>8.85</b>
3	6	CERNER	8.84	8.89	8.44	8.89	<b>8.77</b>
4	7	ALLMEDS	8.27	9.16	8.43	9.06	<b>8.73</b>
10	8	ECLINICALWORKS	8.20	8.91	7.97	8.73	<b>8.45</b>
5	9	MEDITAB	7.85	8.46	8.47	8.58	<b>8.34</b>
7	10	CHARTWARE	8.97	7.58	7.85	8.31	<b>8.18</b>

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 8. Customization

EHR products and process services are customized to meet the unique needs of specific practice client purpose, processes and physician models. Little resistance is encountered when changing performance measurements as clients' needs vary. Extraordinary efforts are made to adapt and convert client special needs into workable solutions with efficient cost and time considerations. EHR software allows for modifications that are not costly or complex.

Overall rank	Q8 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
3	1	CERNER	9.45	9.47	9.64	9.78	<b>9.59</b>
2	2	MEDICAL MASTERMIND	9.57	9.20	9.88	9.36	<b>9.50</b>
1	3	MODERNIZING MEDICINE	9.63	8.72	9.22	9.02	<b>9.15</b>
9	4	GREENWAY	8.59	8.50	8.62	9.39	<b>8.78</b>
5	5	MEDITAB	8.98	8.45	8.36	9.07	<b>8.72</b>
15	6	GE HEALTHCARE	8.13	8.84	8.34	9.15	<b>8.62</b>
13	7	MCKESSON	8.55	8.00	7.37	9.03	<b>8.24</b>
8	8	ALLSCRIPTS	7.34	8.61	8.09	8.60	<b>8.16</b>
12	9	EPIC SYSTEMS	7.77	7.99	8.58	8.00	<b>8.09</b>
4	10	ALLMEDS	7.00	7.81	8.00	9.22	<b>8.01</b>

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 9. Integration and interfaces

EHR vendor supports interfaces so information can be shared between necessary applications. Solutions are easily integrated to existing backend systems as needed and HIE feasible. Seamless interfaces to legacy applications are performed as required for optimal functioning. Human integration and interface activities are administered precisely. Systems communicate effectively among provider groups and ancillaries. True interoperability with other healthcare organizations is factored into implementation.

Overall rank	Q9 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
1	1	MODERNIZING MEDICINE	9.71	9.66	9.85	9.09	<b>9.58</b>
2	2	MEDICAL MASTERMIND	9.49	9.12	9.88	9.68	<b>9.54</b>
4	3	ALLMEDS	8.60	9.03	8.64	9.04	<b>8.83</b>
7	4	CHARTWARE	8.46	8.43	8.69	9.27	<b>8.71</b>
16	5	HEALTHFUSION	9.20	8.06	8.91	8.30	<b>8.62</b>
9	6	GREENWAY	8.73	8.34	8.06	8.99	<b>8.53</b>
5	7	MEDITAB	8.88	8.54	7.99	8.23	<b>8.41</b>
3	8	CERNER	8.45	8.13	8.62	8.21	<b>8.35</b>
13	9	MCKESSON	8.78	7.34	8.35	8.44	<b>8.23</b>
20	10	CHARTLOGIC	7.70	8.58	8.02	7.96	<b>8.07</b>

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 10. Scalability, client adaptability, flexible pricing

EHR services and solutions vendor provides flexible pricing allowing the client to choose and pay for the precise functionality and services needed. Vendor invests in significant infrastructure and has the ability to provide services to enterprise organizations. IT products and services meet the changing and varied needs of the EHR customer. Pricing is not rigid or shifting and meets needs of client.

Overall rank	Q10 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
5	1	MEDITAB	9.41	9.26	9.30	9.13	<b>9.28</b>
3	2	CERNER	9.15	9.41	9.11	9.20	<b>9.22</b>
4	3	GREENWAY	9.06	9.24	9.02	9.19	<b>9.13</b>
1	4	MODERNIZING MEDICINE	8.55	9.60	9.40	9.02	<b>9.12</b>
2	5	MEDICAL MASTERMIND	9.57	9.15	9.12	8.33	9.04
4	6	ALLMEDS	8.70	8.98	8.86	8.69	8.81
14	7	PRACTICE FUSION	7.72	7.86	7.96	8.88	8.11
8	8	ALLSCRIPTS	8.22	8.33	7.00	8.46	8.00
17	9	NEXTGEN	8.48	7.64	8.44	7.43	8.00
11	10	WAITINGROOM	7.50	8.02	8.43	7.84	7.95

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 11. Vendor staff expertise, compensation and employee performance

EHR vendor team of employees is considered top in industry for professionalism and skill. Vendor attracts and retains high performing staff. Vendor is focused on building and developing a strong employee team of producers. Employees act like owners/leaders. Company is moving towards leveraged pay at all levels. Vendor is using effective tools to tie performance metrics to compensation policy and compensating top leaders. Human resources-related criteria are scored from the client perspective on this indicator.

Overall rank	Q11 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
2	1	MEDICAL MASTERMIND	9.88	9.50	9.41	9.85	<b>9.66</b>
1	2	MODERNIZING MEDICINE	9.01	9.74	9.80	9.02	<b>9.39</b>
7	3	CHARTWARE	9.31	9.30	9.20	8.83	<b>9.16</b>
8	4	ALLSCRIPTS	8.82	9.44	8.84	9.32	<b>9.11</b>
10	5	ECLINICALWORKS	8.91	9.01	9.03	9.40	<b>9.09</b>
5	6	MEDITAB	8.93	8.83	8.82	9.01	<b>8.90</b>
3	7	CERNER	8.79	8.66	9.12	8.63	<b>8.80</b>
11	8	WAITINGROOM	8.54	8.92	9.20	8.37	<b>8.76</b>
4	9	ALLMEDS	8.89	8.10	8.78	8.79	<b>8.64</b>
18	10	QUEST CARE360	8.25	8.08	8.00	9.94	<b>8.57</b>

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 12. Reliability

EHR supplier meets agreed terms as evidenced by routine, acceptable service level reporting and industry expectations. Depth and breadth of applications/solutions are acceptable in meeting client needs. Online reliability is maximized and outages/downtimes are minimized. Solid product and service capacities are demonstrated consistently. Service levels are consistently met as agreed. Services and support response is maximized by vendor team.

Overall rank	Q12 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
1	1	MODERNIZING MEDICINE	9.70	9.72	9.64	9.80	<b>9.72</b>
3	2	CERNER	9.51	9.72	9.36	9.92	<b>9.63</b>
7	3	CHARTWARE	8.37	9.02	9.08	9.15	<b>8.91</b>
2	4	MEDICAL MASTERMIND	9.64	8.85	8.65	8.45	<b>8.90</b>
10	5	ECLINICALWORKS	9.33	9.07	8.67	8.52	<b>8.90</b>
12	6	EPIC SYSTEMS	8.91	8.82	8.24	9.17	<b>8.79</b>
6	7	ATHENAHEALTH	8.96	8.97	8.38	8.41	<b>8.68</b>
17	8	NEXTGEN	8.63	8.31	8.80	8.39	<b>8.53</b>
8	9	ALLSCRIPTS	8.77	8.57	8.53	8.23	<b>8.53</b>
5	10	MEDITAB	7.88	8.43	8.20	9.14	<b>8.41</b>

Source: Black Book Rankings



## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 13. Brand image and marketing communications

EHR vendor's marketing and sales statements/pitches are accurately and appropriately represented by actual EHR product and service deliverables. Image is consistent with top EHR rankings. Sales presentations and proposals are delivered upon and corporate integrity/honesty in marketing and business development are highly valued. Company image and integrity are values upheld top-down consistently. High level of relevant client communications enhances the EHR vendor – EHR user relationship.

Overall rank4	Q13 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
2	1	MEDICAL MASTERMIND	9.86	9.56	9.74	9.62	<b>9.70</b>
1	2	MODERNIZING MEDICINE	9.63	9.94	9.79	9.27	<b>9.66</b>
6	3	ATHENAHEALTH	8.78	8.94	8.92	8.61	<b>8.81</b>
13	4	MCKESSON	8.48	9.18	8.95	8.58	<b>8.80</b>
9	5	GREENWAY	9.27	9.14	8.41	8.16	<b>8.75</b>
8	6	ALLSCRIPTS	7.80	9.10	9.06	8.68	<b>8.66</b>
3	7	CERNER	8.61	8.99	8.04	8.79	<b>8.61</b>
4	8	ALLMEDS	8.69	9.15	8.50	7.68	<b>8.51</b>
10	9	ECLINICALWORKS	7.76	8.31	9.02	8.41	<b>8.38</b>
12	10	EPIC SYSTEMS	8.57	8.61	7.88	8.37	<b>8.36</b>

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 14. Marginal value adds

Beyond stimulus achievement, EHR vendors' cost savings are realized as generally estimated and not over-positioned or over/underestimated in ways that effect major client satisfaction or costs. Vendor offers value-adds as a practice management partner in cost savings and avoidance initiatives and creative programs through bundled EHR product design. Provides true business transformation opportunities to physician practices and other medical settings utilizing EMR EHR.

Overall rank	Q14 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
2	1	MEDICAL MASTERMIND	9.93	9.32	9.20	8.98	<b>9.36</b>
1	2	MODERNIZING MEDICINE	9.24	9.56	9.92	8.25	<b>9.24</b>
3	3	CERNER	8.89	9.20	8.74	9.03	<b>8.97</b>
1	4	QUEST CARE360	9.52	7.36	8.63	9.94	<b>8.86</b>
1	5	PRACTICE FUSION	9.23	8.97	8.53	8.64	<b>8.84</b>
7	6	CHARTWARE	8.63	9.34	8.48	8.68	<b>8.78</b>
8	7	ALLSCRIPTS	8.32	8.84	9.41	8.20	<b>8.69</b>
1	8	MCKESSON	7.71	8.85	8.76	9.39	<b>8.68</b>
1	9	GE HEALTHCARE	8.36	8.38	8.31	8.52	<b>8.39</b>
1	10	EPIC SYSTEMS	7.97	8.54	7.78	8.66	<b>8.24</b>

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 15. Viability and managerial stability

Vendor's viability, employee turnover, financial stability and/or cultural mismatches do not threaten relationship. Senior management and the board exemplify strong leadership principals to steward appropriate resources that impact EMR buyers. Client is confident of long term industry viability for this vendor based on investments, client adoption, exceptional outcomes and service levels. Field management is notably competent, stable and supportive of clients. EHR vendor demonstrates and provides evidence of competent financial management and leadership.

Overall rank	Q15 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
1	1	MODERNIZING MEDICINE	9.37	9.80	9.45	9.34	<b>9.49</b>
3	2	CERNER	9.41	9.39	8.72	9.68	<b>9.30</b>
2	3	MEDICAL MASTERMIND	9.50	9.10	8.83	9.35	<b>9.20</b>
4	4	ALLMEDS	9.48	8.75	9.32	9.10	<b>9.16</b>
9	5	GREENWAY	8.32	8.80	8.99	8.45	<b>8.64</b>
6	6	ATHENAHEALTH	8.09	8.53	8.46	8.59	<b>8.42</b>
7	7	CHARTWARE	8.48	8.65	7.98	8.48	<b>8.40</b>
10	8	ECLINICALWORKS	7.49	7.34	7.62	9.29	<b>7.94</b>
11	9	WAITINGROOM	7.19	7.25	7.73	8.81	<b>7.75</b>
12	10	EPIC SYSTEMS	8.25	7.63	7.78	7.28	<b>7.74</b>

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 16. Data security and backup services

In order to provide secure and constantly dependable EHR service offerings for physician and hospital entities, an EHR vendor has to provide the highest level of security and data back-up services. EMR vendor's service in these two areas is superior to the security and back-up system of past internal systems of the physician practice.

Overall rank	Q16 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
3	1	CERNER	9.50	9.52	9.59	9.03	<b>9.41</b>
1	2	MODERNIZING MEDICINE	9.36	9.32	9.43	9.27	<b>9.35</b>
6	3	ATHENAHEALTH	8.70	8.76	9.31	8.99	<b>8.94</b>
2	4	MEDICAL MASTERMIND	8.93	8.60	9.07	9.07	<b>8.92</b>
4	5	ALLMEDS	9.74	8.29	9.09	8.08	<b>8.80</b>
10	6	ECLINICALWORKS	8.81	8.72	8.82	8.45	<b>8.70</b>
17	7	NEXTGEN	8.66	8.75	8.38	8.94	<b>8.68</b>
15	8	GE HEALTHCARE	7.77	8.84	8.82	8.88	<b>8.58</b>
11	9	WAITINGROOM	8.11	8.68	8.69	8.81	<b>8.57</b>
9	10	GREENWAY	8.14	8.98	8.89	8.23	<b>8.56</b>

Source: Black Book Rankings

## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 17. Support and customer care

Account management provides an adequate amount of onsite administration and support to clients. There exists a formal HER account management program that meets client needs. Media and clients reference this vendor as an EHR services leader and top vendor correctly. Customer services and relationship satisfaction is manifested through significant flagship clients as well as smaller and newest customers similarly. Vendor provides appropriate number of accessible support and customer care personnel.

Overall rank	Q17 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
2	1	MEDICAL MASTERMIND	9.92	9.75	9.89	9.71	<b>9.82</b>
6	2	ATHENAHEALTH	9.43	9.85	9.88	9.64	<b>9.70</b>
1	3	MODERNIZING MEDICINE	9.08	9.64	9.39	9.72	<b>9.46</b>
15	4	GE HEALTHCARE	9.67	9.45	8.96	9.44	<b>9.38</b>
10	5	ECLINICALWORKS	9.00	9.82	9.39	8.89	<b>9.28</b>
9	6	GREENWAY	8.66	8.67	9.24	9.14	<b>8.93</b>
5	7	MEDITAB	8.53	9.37	9.15	8.60	<b>8.91</b>
19	8	PRAXIS	8.46	8.89	8.90	9.13	<b>8.85</b>
8	9	ALLSCRIPTS	8.16	8.69	9.41	9.01	<b>8.82</b>
7	10	CHARTWARE	8.92	7.97	9.16	9.00	<b>8.76</b>

Source: Black Book Rankings

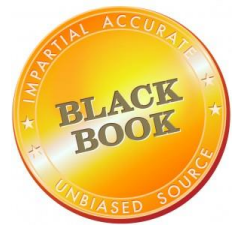
## Individual Key Performance, Ambulatory EHR ENT/ Otorhinolaryngology

### 18. Best of breed technology and process improvement

EHR management and related technology services are considered best of breed. EHR Vendor technology elevates customers via capabilities, equipment, processes, deliverables, professional staff, leadership, quality assurance and innovative initiatives. EHR services are delivered at or above current/former in-house service levels. Technology is current and relevant to exchanging health information among providers, as well as sufficiently offering patient access.

Overall rank	Q18 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	Mean
1	1	MODERNIZING MEDICINE	9.98	9.71	9.64	9.69	<b>9.59</b>
2	2	MEDICAL MASTERMIND	9.83	9.64	9.57	9.10	<b>9.54</b>
3	3	CERNER	9.56	9.45	8.74	9.81	<b>9.39</b>
5	4	MEDITAB	9.10	8.86	8.67	9.29	<b>8.98</b>
4	5	ALLMEDS	9.24	8.73	8.52	9.28	<b>8.94</b>
9	6	GREENWAY	9.01	8.31	9.01	8.47	<b>8.70</b>
10	7	ECLINICALWORKS	9.25	8.83	8.73	8.30	<b>8.78</b>
14	8	PRACTICE FUSION	9.25	8.40	8.07	9.23	<b>8.74</b>
7	9	CHARTWARE	8.80	8.15	8.21	8.75	<b>8.48</b>
11	10	WAITINGROOM	7.95	8.82	7.92	9.00	<b>8.42</b>

Source: Black Book Rankings



## Appendix

### ***BROWN-WILSON GROUP CONSULTING/BLACK BOOK CUSTOM POLLING***

We hope that the data and analysis in this report will help you make informed and imaginative EMR/EHR business decisions. If you have further requirements, the Brown-Wilson Group consulting team may be able to help you. For more information about BWG and Black Book's consulting capabilities, please contact us directly at [info@brown-wilson.com](mailto:info@brown-wilson.com)

### ***DISCLAIMER***

All Rights Reserved.

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form by any means (electronic, mechanical, photocopying, recording or otherwise), without the prior permission of the publisher, Black Book Rankings.

The facts of this report are believed to be correct at the time of publication but cannot be guaranteed. Please note that the findings, conclusions and recommendations that Black Book Rankings delivers will be based on information gathered in good faith from both primary and secondary sources, whose accuracy we are not always in a position to guarantee. As such, Black Book Rankings can accept no liability whatever for actions taken based on any information that may subsequently prove to be incorrect.

